## Illinois Telecommunications Access Corporation



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June 24, 2014

Office of the Secretary Federal Communications Commission Washington, DC 20554

Via Electronic Mail

RE: CG Docket 03-123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

 The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2013 through May 31, 2014, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

Please contact me if you require any additional information.

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Sincerely,

Patty Kress,

Assistant Director

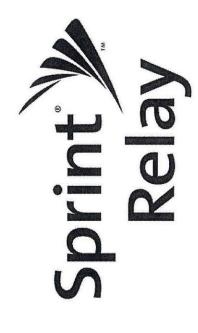
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Office of the Secretary
Federal Communications Commission

Via Electronic Mail (Email)

**RE:** CG Docket 03-123

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)
Joan Howard, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2013 through May 31, 2014).



## Illinois FCC Complaint Log 2013-2014

## Complaint Tracking for Illinois (06/01/2013-05/31/2014). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/23/13	Customer reported connecting with a recording saying the call cannot be completed from their calling area when trying to dial a specific toll free number.	07/23/13	Further investigation by Customer Service revealed that the phone number is a regional toll free number. Technical Support made an adjustment in the system so that the CapTel user can successfully make a captioned call to regional 800 number. Customer Service confirmed with the customer that this was resolved.
2	07/26/13	This Communication Assistant could not understand what I was saying. The Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	07/26/13	The Communication Assistant did attempt other techniques to understand what the caller was saying. Follow up sent via email as per request.
3	03/16/14	Communication Assistant out dialed call before "GA" was sent. Supervisor explained to the customer that we had an obligation to dial the call out within a specific time and there was a pause after the number was typed so the Communication Assistant proceeded with the call.	03/16/14	The Communication Assistant waited for about five seconds after the number was typed and proceeded to dial out since there was nothing else typed by the customer.
4	05/19/14	Customer states that her caller ID is not working. Customer service apologized for the problem and assured that a trouble ticket would be turned in so the technicians could look into it. No call back requested.	05/19/14	Technicians checked this and did not find any problems. Customer did not request follow up.
5	05/27/14	Customer reported that they are getting a recording that the toll free number cannot be reached from their calling area.	05/29/14	Technical Support made an adjustment so that the CapTel user could successfully make the captioned call to regional 800 number.